

Family Matters Case Study

Mrs S enrolled onto the Family Matters project in March 2018, she had moved from Italy with her three children and husband. She was struggling to settle in the UK due to her lack of confidence with her communication skills and awareness of cultural and social etiquettes; she felt isolated and lonely.

Mrs S graduated from Punjab University in Pakistan, however did not possess any evidence of study and she had not undertaken training or education in Europe or the UK. Mrs S has no previous employment history and required support with gaining experience, careers advice, CV building and job search.

Mrs S and her family were experiencing financial hardship due to her husband's worker status changing after he was made redundant, they were supported with making a JSA and Council Tax Reduction Claim, this however was a temporary solution, Mrs S due to having no work experience and child care responsibilities was not able to actively start looking for work to support her husband. The property the family had rented was in poor condition and as a reaction to a complaint made by the family they received a section 21, Mrs S was referred to CAB in Walsall and received IAG from a housing solicitor for this matter.

The benefits the family were in receipt of were stopped after a period of time; project staff supported the family with referrals, IAG and property searches. Mrs S's husband regained his worker status; the family moved into a new family home and have now reapplied for housing benefit for financial support, meanwhile Mrs S has up taken part-time study at the Ashley Community Centre in Smethwick. Upon completion she is planning on progressing onto the next level and enrolling onto a functional skills course.

Mrs S feels more positive about her future prospects as the dread of being homeless has disappeared, she is now able to focus on her aspirations and on making a fresh start.

"I am really happy that I found a home, I can focus on studying and supporting my family"